A helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCDA is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

## IHCDA Job Expectations

Title	HMIS Systems Specialist	Non-Exempt	
Reports to	HMIS Manager	Date last revised: November 2012	
Supervises	N/A		
Summary	The HMIS Systems Specialist contributes to fulfilling the IHCDA mission and meeting strategic and annual IHCDA operational and program goals by providing support to the HMIS and Community Services team. Attention to detail and responsibility in completing assigned tasks without prompting is critical.		
Evaluation	Performance will be evaluated based on achieving key outcomes described in this job description, including		
of	specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting		
performance	positively with partners and demonstrating customer service; and working efficiently and effectively within		
	required specifications, policies, and standards established by IHCDA and its associated governing entities.		
Key	Respond in a helpful and timely manner to inquires, either by phone, email, or in person, from customers, intermediaries, locally elected officials, and other interested parties of the HMIS.		
outcomes	intermediaries, locally elected officials, and other interested parties of the FIN	MIS.	
expected	Perform a variety of database management functions including but not limited to:		
	Design and run queries and reports		
	Managing and provide technical assistance to HMIS users		
	Data entry and management of new users and agencies		
	Verifies input data to ensure accuracy and quality		
	Perform routine system setup work (grants, programs, services)		
	Create and distribute reports via the HMIS system as needed		
	Assist in the facilitation and scheduling of regular user trainings, we	binars, and users group meetings.	
	Accurately prepare in a timely manner general correspondence to users, agencies, general public, etc.		
	Ensure information on the HMIS section of the website is accurate, current, and complete.		
	Ensure front desk phone coverage during the Department's designated time.		
	Receive, verify, and implement all new User Agreements.		
	Creates and maintains appropriate filing systems for User Agreements.		
	Coordinate the logistics of trainings, working groups, and public meetings.		
	Coordinate and ensure accuracy of the Department scanning and imaging of files.		
	Perform other duties and responsibilities as assigned by HMIS Manager.		

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Critical	Demonstrates effective verbal and written communication skills.	
skills, knowledge, and	Able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels.	
behaviors	Demonstrates strong presentation skills. Can facilitate both large and small group presentations/webinars.	
	Demonstrates customer service orientation.  Able to think logically and analytically.  Proactive in anticipating and alerting others to problems with projects or processes.	
	High detail orientation and accuracy.	
	Takes initiative and needs little supervision.	
	Able to prioritize, organize tasks and time, and follow up.	
	Performs responsibilities efficiently and timely.	
	Able to juggle multiple requests and meet multiple deadlines.	
	Able to work well in a team environment and as part of a team.	
	Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail).	
	Demonstrates proficiency in basic mathematics.	
Education, experience, degrees, licenses	Bachelor's Degree strongly preferred.	
Work	Work is performed in an office environment with occasional travel required.	
environment and physical demands	Must be able to work proficiently with computers and other office equipment.	

IHCDA is an Equal Employment Opportunity employer and will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veteran status. IHCDA will take affirmative action to ensure that all qualified applicants receive consideration for employment and employees are treated during employment, without regard to their race, color, religion, sex, national origin, disability or veteran status, including, but not limited to, employment, promotion, transfer, recruitment, layoff, termination, rates of pay, and selection for training.

## To be considered for this position applicants must:

- 1. Email a resume, cover letter, <u>and</u> one to three pages professional writing sample to <u>efenneman@spd.in.gov</u> and <u>kkikendall@ihcda.in.gov</u> listing the title of the position in the email subject line.
- 2. Applicants must also submit an online application through the State's Job Bank website. Follow the navigation below
  - < www.in.gov/spd
  - **<Employment Opportunities**
  - <Apply now
  - -<Register now